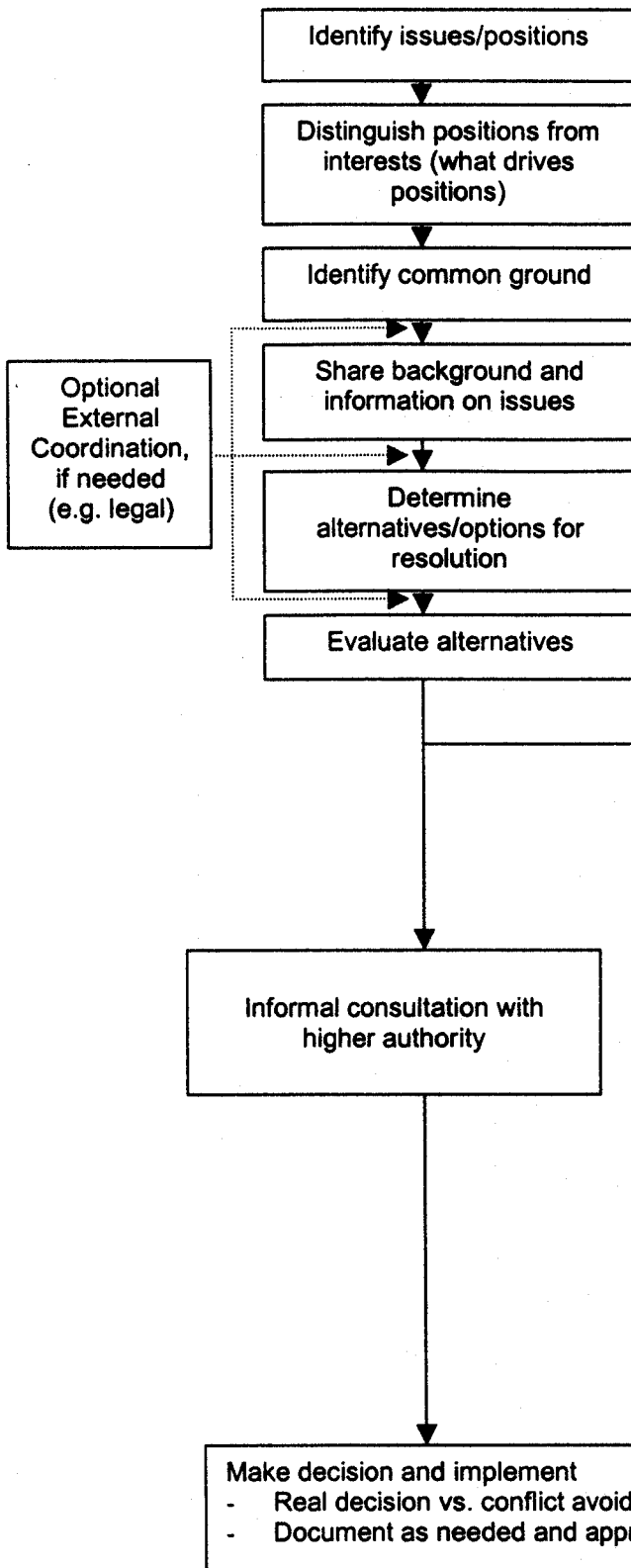


**Figure 2. Issue Resolution Flowchart**



**Figure 3. Issue Resolution Hierarchy**

